

WHAT IS CLAIMED IS:

1 1. A method for servicing a request for delivery of an item, the method
2 comprising:
3 receiving delivery location information from a customer;
4 using said delivery address information to provide a set of delivery
5 destinations to said customer, said set of delivery destinations being different from an actual
6 address of said customer;
7 receiving from said customer a selected delivery destination from said set of
8 delivery destinations; and
9 initiating a shipment transaction with a carrier to deliver the item to said
10 customer, including providing said carrier with said selected delivery destination.

1 2. The method of claim 1 further comprising:
2 providing said customer with an order number associated with the item.

1 3. The method of claim 2 further comprising:
2 linking said order number to a carrier tracking number associated with the
3 item.

1 4. The method of claim 1 wherein receiving said delivery location
2 information from said customer further comprises receiving said delivery location
3 information from said customer over the Internet.

1 5. The method of claim 1 wherein receiving said delivery location
2 information from said customer further comprises receiving said delivery location
3 information from said customer through an interactive voice response system.

1 6. The method of claim 1 wherein said set of delivery destinations
2 provided to said customer are stored on a server.

1 7. The method of claim 1 further comprising:
2 providing package tracking information to said customer relating to said item
3 through the Internet.

1 8. The method of claim 1 further comprising:

2 providing package tracking information to said customer relating to said item
3 through an interactive voice response system.

1 9. The method of claim 1 further comprising:
2 receiving package status information from said carrier relating to delivery of
3 said item to said customer.

1 10. The method of claim 9 further comprising:
2 providing said package status information to said selected delivery destination.

1 11. The method of claim 1 further comprising:
2 receiving arrival information from the selected delivery destination indicating
3 when the item arrives at the selected delivery destination and storing said arrival information
4 on a server.

1 12. The method of claim 11 further comprising:
2 receiving information from said selected delivery destination indicating that
3 said item has been damaged.

1 13. The method of claim 11 further comprising:
2 receiving information from said selected delivery destination indicating that
3 said item has been lost.

1 14. A method for servicing a request for delivery of an item, the method
2 comprising:
3 providing a set of delivery destinations to a customer, the delivery destinations
4 not including a home or business address of the customer;
5 receiving from the customer a selected delivery destination from the set of
6 delivery destinations;
7 receiving package status information from a carrier chosen to deliver the item
8 to the customer, the package status information relating to the delivery of the item; and
9 receiving package arrival information from the selected delivery destination
10 indicating when the item arrives at the selected delivery destination.

1 15. The method of claim 14 wherein the package status information
2 includes an arrival date or an expected arrival date.

Patent 8,953,550

- 1 16. The method of claim 14 wherein the package status information is
2 stored on a server.
- 1 17. The method of claim 14 wherein the package arrival information from
2 the selected delivery destination is stored on a server.
- 1 18. The method of claim 17 further comprising:
2 providing said arrival information to said selected delivery destination from
3 said server on-demand.
- 1 19. The method of claim 14 further comprising:
2 providing the package arrival information to the customer through the Internet.
- 1 20. The method of claim 14 further comprising:
2 providing the package arrival information to the customer through an
3 interactive voice response system.
- 1 21. The method of claim 14 further comprising:
2 receiving information from the selected delivery destination indicating that the
3 item has been damaged.
- 1 22. The method of claim 14 further comprising:
2 receiving information from the selected delivery destination indicating that the
3 item has been lost.
- 1 23. The method of claim 14 further comprising:
2 providing the package status information to the customer through the Internet.
- 1 24. The method of claim 14 further comprising:
2 providing the package status information to the customer through an
3 interactive voice response system.
- 1 25. The method of claim 14 further comprising:
2 linking an order number for the item to a tracking number for the item used by
3 the carrier.

26. A method for delivering a package to a customer, the method comprising:

- providing a set of delivery destinations to a carrier that comprise alternatives to delivering the package directly to the customer;
- receiving package arrival information from a selected one of the delivery destinations indicating the package has been delivered by the carrier to the selected delivery destination; and
- receiving package pickup information from the selected delivery destination indicating that the package was picked up by the customer.

27. The method of claim 26 further comprising:
providing the package arrival information to the customer through the Internet.

28. The method of claim 26 further comprising:
providing the package arrival information to the customer through an
interactive voice response system.

29. The method of claim 26 further comprising:
providing the package arrival information to the selected delivery destination
on-demand.

30. The method of claim 26 further comprising:
storing the package arrival information and the package pickup information on
a server.

31. A package delivery system, comprising:
a first server in electronic communication with a second server, a first client,
and a second client operated by a carrier chosen to deliver a package to a customer;
wherein the first server provides a set of delivery destinations to the second
server that comprise alternatives to delivering the package directly to the customer, the first
server receives package status information from the second client, and the first server
receives package arrival information from the first client operated by one of the delivery
destinations.

1 32. The package delivery system of claim 31 wherein the first server
2 provides the package status information and the package arrival information to the customer
3 through the Internet.

1 33. The package delivery system of claim 32 wherein the first server links
2 a customer order number with a tracking number for the package used by the carrier.

1 34. The package delivery system of claim 31 wherein the first server
2 provides the package status information and the package arrival information to the customer
3 through an interactive voice response system.

1 35. The package delivery system of claim 31 wherein the first server
2 provides the package arrival information to the first client on-demand.

1 36. A method for servicing a request for delivery of an item, the method
2 comprising:
3 receiving compensation from a merchant in exchange for a service of holding
4 a package at a depot for customer pickup; and
5 providing compensation to the depot for the service of holding the package at
6 the depot for customer pickup.